

HUMAN RESOURCES ASSISTANT

GRADE: 14

FLSA: NON-EXEMPT

CHARACTERISTICS OF THE CLASS:

The Human Resources Assistant performs difficult clerical and responsible administrative work assisting the Director of Human Resources and Administrative staff in projects and programs within the Department of Human Resources. The work requires contacts within and outside the Department, with outside agencies and the general public, seeking or supplying information on Human Resources issues. The physical work is limited to light in nature and involves considerable tact and stress in working through solutions to issues and problems and meeting deadlines. Work is covered by general policy direction, practices and procedures, subject to general supervisory review and has meaningful impact with moderate consequences on Human Resources services.

EXPECTATIONS OF ALL CITY EMPLOYEES:

- Learn and demonstrate an understanding of City, department, division and team goals.
- Serve and meet the needs of customers.
- Ability and willingness to work as part of a team, to demonstrate team skills and to perform a fair share of team responsibilities.
- Ability to assess his/her work performance or the work performance of the team.
- Plan and organize his/her work, time and resources, and if applicable that of subordinates.
- Contribute to the development of others and/or the working unit or overall organization.
- Produce desired work outcomes including quality, quantity and timeliness.
- Communicate effectively with peers, supervisors, subordinates and people to whom service is provided.
- Understand and value differences in employees and value input from others.
- Consistently report to work and work assignments prepared and on schedule.
- Consistently display a positive behavior with regard to work, willingly accept constructive criticism and be respectful of others.

EXAMPLES OF DUTIES:

- Processes a variety of correspondence, policies, procedures ensuring proper format, distribution, etc.
- Manages the filing, typing, meeting scheduling and appointments calendar relative to programs for the Department.
- Performs receptionist duties as required and acts as first point of contact answering questions and resolving issues.

- Ensures confidentiality in all Personnel matters as appropriate. Responds to inquiries from employees and the public in relation to benefits, forms completion, procedures, job opportunities, salary information, etc.
- Receives and routes all department mail.
- May represent the Department, as assigned, in special meetings and on committees.
- Assists the Department's Administrators on various projects and programs.
- Prepares time sheets, manages time keeping and payroll for a variety of employees. Files and answers telephone and personal inquiries.
- Manages the Department's Personnel filing system, makes appropriate changes, additions and deletions to records as required and assigned.
- Manages the Department filing and records management system.
- Reviews invoices ensuring availability of budgeted funds, and timely and appropriate payment and processes all requests for purchases.
- Coordinates reimbursements to employees through the Tuition Reimbursement Program.
- Coordinates bulk copy center requests for the Department.
- Collates and distributes the job posting list to all departments and places help wanted advertisements in newspapers as appropriate.
- Prepares a variety of informational packets for open enrollment, special events, orientation, employee training, etc.
- Coordinates placement of temporary clerical staff as directed with the various City Departments.
- Assists in the development of a variety of forms, reports, memos, documents, etc.
- Performs other work as required.

QUALIFICATIONS:

Required Training and Experience:

Any combination of training and experience substantially equivalent to a high school diploma plus one year at a recognized school in secretarial science, administrative assistant or a related field and four years progressively responsible secretarial or administrative assistance experience in a human resources office. Must be proficient in typing, Windows 95, Microsoft Word and Excel.

Preferred Knowledge, Skills and Abilities:

- Thorough knowledge of advanced secretarial duties needed to assist the Administrative Staff.
- Thorough knowledge of the duties required in the management of a multi-person office.
- Thorough knowledge of the administrative assistant functions specific to a personnel office.

- Skill in dealing effectively with people from diverse economic, cultural and social backgrounds.
- Skill in advanced secretarial and administrative assistant duties including word processing.
- Ability to manage multiple assignments concurrently.
- Ability to work under often stressful situations and meet prescribed deadlines as required.